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March 5, 2004

VIA FACSIMILE
EXPEDITED PROCEDURE

To: Examiner Olisa Anwah
Group Art Unit No. 2645
U. S. P. T. O.

Facsimile No. 703-872-9306

From: Phillip E. Miller

Facsimile No. 703-761-2375

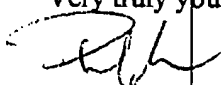
Re: Amendment
U. S. Patent Application Serial No. 09/421,363
Our Ref: YOR.121

Dear Examiner:

Enclosed please find an Amendment in response to the Office Action dated January 5, 2004 which should place this case in condition for allowance.

Thank you in advance for your kind consideration of this case.

Very truly yours,


Phillip E. Miller

PEM/tm
Enclosure

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363

Group Art Unit:

2645

Filed: November 19, 1999 Examiner:

Olisa Anwah

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN
INTERACTIVE VOICE RESPONSE SYSTEMHonorable Commissioner of Patents
Alexandria, VA 22313-1450
Box AFAMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action dated January 5, 2004, Applicant states as follows:

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VERNON:

~~PLEASE DO NOT~~~~ENTER AMENDMENT~~

THANKS

-O.A.
3/11/04